

Civilian Performance Feedback and Award Process





Civilian Performance Feedback

- **Key component of Performance Management**
- **Facilitates and enhances private discussion with employees**
- **Gives supervisors and employees an opportunity to discuss performance issues**
- **Minimum requirement every four months during appraisal cycle**



Civilian Performance Feedback

- **Last year new feedback process initiated in conjunction with new appraisal process**
 - **Two feedbacks completed with Civilian Feedback Worksheet**
 - **Two surveys sent to supervisors and employees to determine changes needed to process or form**
- **Changes were made to the Feedback Worksheet based on inputs**

HOW DO YOU GET STARTED??





GATHERING INFORMATION


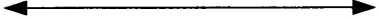







- **Review the 971 File**
 - **Are there Letters of Appreciation?**
 - **Is there derogatory data?**
- **Observe the ratee on a daily basis.**
 - **Provide feedback on the spot but record for use during feedback session**
- **Can use Inspection Reports, Customer feedbacks, Third party information**
 - **Provide to employees if used**

CIVILIAN PERFORMANCE FEEDBACK WORKSHEET

Employee (Last Name, First, Middle Initial)	Organization	Date	Period Covered
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The PFWs will be maintained in the employee's AF Form 971 until all actions associated with the rating period are completed. Under normal conditions, at the completion of the rating cycle PFWs will be removed from the AF Form 971. Feedback will be accomplished every four months during the normal appraisal cycle. The form is mandatory. Comments are only required for those areas where the employee did not meet or exceeded your expectation. If you require further space for comments please use the back of the form. Sign, date and provide a copy to the employee.

1. PROGRESS ON PERFORMANCE PLAN ELEMENTS.					Comments
	Did not meet	Met	Exceeds	Not observed	
Element/ Duty 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element /Duty 7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element/Duty 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Performance Factors		Did not meet	Met	Exceeds	Comments
1.	Work Effort: Exerts effort and shows initiative in starting, carrying out and completing tasks; spends time effectively performing work				
2.	Adaptability To Work: Picks up new ideas and procedures Quickly; easy to instruct; adapts to new Situations				
3.	Problem Solving: Devises effective solutions to problems or identifies effective methods and procedures for accomplishing objectives				
4.	Working Relationships: Sensitive to the behavior of fellow workers, supervisors and subordinates				
5.	Communication: Communicates clearly and effectively, whether orally or in writing				
6.	Work Productivity: Productive during work time; Completes work projects, duties and tasks in a timely manner				
7.	Self-Sufficiency: Works independently with little need For additional supervision or help				
8.	Skill in Work: Performs job-associated tasks well, Considered very skillful on the job				
9.	Work Management: Effectively plans and organizes work Properly follows or implements procedures				

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Performance Factors	Did not meet	Met	Exceeds	Comments
1. Work Efforts: Exerts effort and shows initiative in starting, carrying out and completing tasks; spends time effectively performing work	←	→		
2. Adaptability To Work: Picks up new ideas and procedures quickly; easy to instruct; adapts to new situations	←	→		
3. Problem Solving: Devises effective solutions to problems or identifies effective methods and procedures for accomplishing objectives	←	→		
4. Working Relationships: Sensitive to the behavior of fellow workers, supervisors and subordinates	←	→		
5. Communication: Communicates clearly and effectively, whether orally or in writing	←	→		
6. Work Productivity: Productive during work time; completes work projects, duties and tasks in a timely manner	←	→		

7. Self-Sufficiency: Works independently with little need for additional supervision or help	←	→
8. Skill in Work: Performs job-associated tasks well; considered very skillful on the job	←	→
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Performance Factors	Did not meet	Met	Exceeds	Comments
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- 2. Adaptability To Work:**
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Element/Duty 6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element /Duty 7				

Comments

Element 1 Employee failed to follow the TO in 3 separate occasions

Element 3: Stayed after work to complete processing of paperwork for three special projects

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Performance Factors Did not meet Met Exceeds

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Performance Factors Exceeds

Did not meet Met

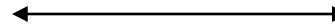
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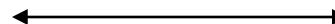
3 Problem Solving:

Devises effective solutions to problems or identifies effective methods and procedures for accomplishing objectives



4 Working Relationships:

Sensitive to the behavior of fellow workers, supervisors and subordinates



5 Communication:

Communicates clearly and effectively, whether orally or in writing



6 Work Productivity:

Productive during work time; Completes work projects, duties and tasks in a timely manner



7 Self-Sufficiency:

Works independently with little need For additional supervision or help



8 Skill in Work:

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9 Work Management:

Effectively plans and organizes work Properly follows or implements procedures



Comments

Takes the initiative all the time
Doesn't wait for direction
knows what needs to be done

Date

12th of never



AWARD PROCESS

■ Past years

- Awards based on rating on appraisal
- Award recommendations made to award authority who made decision
- Criteria for receiving award not known



AWARD PROCESS

■ Future

- Beginning of appraisal cycle supervisor and employee(s) establish criteria
 - » Input from employee
 - » Final decision rests with supervisor
 - » Employee given copy of criteria
 - » Set the bar high but make attainable
 - » Put thought into criteria



AWARD PROCESS

- Progress toward attaining or exceeding criteria discussed during feedback
- Employee must know how they are doing
 - Exceeding—what they did to exceed, continue what they are doing, do more
 - Not progressing—what they need to do, areas where they are failing to progress



AWARD PROCESS

- End of Appraisal Cycle
 - If criteria met:
 - » Supervisor recommends to next level
 - » Award recommendation goes through coordination process to award authority
 - » Final Decision is award authority
 - » If award not given employee can request reason from award authority or designee
 - » Cannot question amount of award
 - » Award authority or designee provides reasons in writing



QUESTIONS??